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OMF Labor Management Committee Meeting Recap

November 21, 2019

Members Present: Jamaal Anthony, BHR
Eddie Barton, Operating Engineers/Local 701
Paul Cone, BTS/ PROTEC17/Co-Chair
Shae Davies (Alt), CityFleet Superintendent
Roger Koppy, AFSCME/DCTU
Tim McCormack (Alt), Facilities
Tom Rinehart, CAO/Co-Chair
Matthew Spitulski, P&D Manager
Manish Thakore, PROTEC17
Rachel Whiteside, PROTEC17
Tyler Wallace (Alt), Revenue
Franklin Wilson, CityFleet Mechanic/IAM 1005

Members Absent: Don Bryans (Alt), P&D
Michelle Kirby (Alt), BRFS Interim Director
Thomas Lannom, Revenue Division Director
Ray Lister, IBEW Local 48
Carmen Merlo, DCAO
Michael Roy, CityFleet Manager
Kristin Wells, Facilities Operations Manager

Other Staff Present: Julian Massenburg, OMF.

Decisions:

- The meeting was chaired by Paul Cone.

Discussion:

Updates from OMF LMCs:

- CityFleet (Shae Davies)

The vehicle intake process at the Kerby Garage was moved. Job offers were accepted for two Fleet Services Coordinator positions. One individual begins Monday (11/25), the other individual is undergoing a background investigation.

Management continues to increase transparency with mechanics. The product of increased transparency creates a sentiment of dejection among mechanics. This feeling is likely a result of the poor working conditions and increased workload. The Kerby



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Garage is a run-down facility and mechanics are feeling underappreciated due to the working conditions. The garage needs updated fire and life safety measures. Additionally, a study acknowledged that CityFleet needs approximately 6 more mechanics to adequately support its customer base.

CityFleet's managers are trying to lift employee spirits – as increased transparency has emphasized the working conditions at Kerby Garage. It was noted that Fleet has a Process Improvement Team (known as the PIT Crew) established – charged with formulating efficiencies throughout the division. The PIT Crew cannot change the working conditions at the Kerby Garage, as changes require fund sources. Conversations need to be had with Fleet's customers to identify funds to improve the Kerby Garage. One possible way to fund Kerby Garage improvements is by expanding an upcoming Fire Bond.

- Facilities (Tim McCormack, Eddie Barton)

Facilities hired three Facilities Workers, there are three additional Facilities Workers positions to be filled. Currently, there are three Facilities Maintenance Technicians (FMTs) vacancies. Facilities is identifying different strategies to conduct outreach for these positions. The division may create another classification that does not require a Limited Maintenance Electrician (LME) license. Tim noted that the Portland Building is opening soon, and the division will be stretched by the additional workload.

- BTS/P&D (Paul Cone, Matthew Spitulski)

The BTS LMC was given a presentation by Carolyn Glass. The presentation was about a software called *Office Vibe*, which is used to check office pulse. The system provides a platform for employees to provide comments about management and the mood of the office.

Conversations continue regarding transparency in hiring practices to ensure equitable outcomes are achieved. BTS's online repository of employee resources was updated. Paul also noted that P&D staff joined the BTS LMC.

P&D is working on a pilot project with Facilities to provide centralized office supplies in the new Portland Building.

- Revenue (Roger Kopyy, Tyler Wallace)

The Integrated Tax System is moving to the 'decision-making' phase. There are upcoming decisions regarding integration of the Clean Energy Surcharge.

Louisville, KY recently implemented their ITS and the Revenue Division sent the project's subject matter experts (SMEs) to Louisville to obtain lessons learned. Louisville's most prominent pressure after ITS go-live was their lack of training resources. Training for Revenue's ITS begins in June 2020 and the division is ensuring that a training plan is in place. Louisville did a great job of creating efficiencies through its ITS implementation. A recent all-staff meeting included a panel of representatives from the Oregon Dept. of Revenue and GenTax (ITS vendor). During the all-staff meeting, attendees conducted a 'future state' brainstorm activity. Revenue continues to be intentional with their change management efforts and has nominated change ambassadors throughout the division to control messaging and uproot concerns that

aren't typically shared with management. An ITS newsletter provides employees with updates on the project.

The short-term rental registry was refined in September to enhance the user verification process. AirBNB continues to use pass-through registration with their Portland hosts. Due to the pass-through registration, many AirBNB hosts are not compliant with Revenue's tax system. Revenue is following up with AirBNB hosts to ensure compliance for Transient and Business License taxes. Revenue and BDS are working together to streamline the host registration process.

Continuity of Operations Planning/Mapping (Paul Cone)

As part of its Continuity of Operations Planning (COOP), BTS is creating a map of employee home addresses. This map will be produced in paper-form and online. The initiative has ignited several questions:

- Do employees know and understand this use case? Is this a good use case?
- Why can't we ask employees for this information for this specific purpose instead of leveraging HR data that employees did not expect to be used this way?
- Will managers make biased decisions based on where people live?
- How do we handle City workforce that are not employees? We likely do not have that information in HR for contractors, vendors and other non-employee workers.

Paul noted that this is only a BTS exercise but envisions other bureaus will adopt a similar initiative for their COOPs. Some bureaus may find it useful to only adopt mapping for 'essential employees.' It was acknowledged that some employees may not want their address to be included on a map. Labor has concerns with the essential employee status and acknowledged that employee methods of transportation is another variable that could prohibit employees from showing up to work during an emergency. The cost of living in Portland continues to rise and many employees do not reside in city limits. If bureaus do adopt employee residential maps, it's important to be transparent with the usage and intent of the maps. COOP mapping will be discussed at the next BTS LMC and Tom will follow-up with Jeff Baer on this initiative.

Other updates (Tom Rinehart)

Today (11/21), the Portland Building Oversight Committee (PBCOC) will be taken on a Portland Building tour – which will conclude with a meeting in the building. The Bureau of Technology Services and OMF-Facilities will move to the Portland Building on Friday, December 6.